

non-judgemental

dignity restored

address issues of
concern

integrated and
multi-focused service

provide a **home** for those in need



advocate

lobby

initiate
the
development of
services

educate
wider community

Annual Report

2010 - 2011

The Objectives for Shekinah Homeless Services [SHS] are:

- To provide accommodation and support within the context of a non-judgmental community where the needs of individuals are met and their dignity is restored and maintained;
- To address issues of concern for homeless people;
- To provide an integrated and multi-focused service where a variety of needs are catered for through links with other community and support services;
- To provide a home for those in need, including;
 - homeless men, women, and families with children - especially those who are most disadvantaged,
 - homeless women and men with a disability particularly those who suffer alcohol and drug addiction, psychiatric and intellectual disabilities, or combinations of these,
 - homeless people in need of crisis accommodation including women and children experiencing family violence;
- To advocate, lobby for, and initiate the development of services in the area of homelessness;
- To educate the wider community on issues of homelessness.

Shekinah Homeless Services Member Organisations

- BETHLEHEM COMMUNITY INC** provides medium- to long-term residential services for up to 10 homeless women experiencing alcohol and/or psychiatric disabilities as well as an Outreach Support Program for non-residential clients.
- BRIAR TERRACE** offers companionship and daytime security in a peaceful cottage for rooming house men and women who know the aloneness of dense inner city living. It is part of the Sisters of Charity Community Care.
- CORPUS CHRISTI COMMUNITY** is a community for men with a background of homelessness, substance abuse and/or psychiatric disability and provides respite or permanent accommodation for men over 40 years of age.
- GOOD SAMARITAN INN** is an emergency accommodation/crisis support service for women and children.
- MCAULEY COMMUNITY SERVICES FOR WOMEN**—a ministry of the Sisters of Mercy incorporating:
 - MERCY CARE PROGRAM** provides overnight emergency accommodation and support for women and children affected by family violence;
 - REGINA COELI PROGRAM** provides accommodation and support for women who are homeless or suffering from a mental illness.
- ST MARY'S HOUSE OF WELCOME INC** is a day centre and psychosocial rehabilitation service for homeless/socially isolated people.
- THE WAY COMMUNITY** provides a home and wide ranging support (including outreach) to homeless men. The men have often experienced marginalisation due to psychiatric disability and alcohol dependence.
- PRAGUE HOUSE LTD (ST VINCENT'S)** provides residential aged care services and support for men and women who have been severely marginalised. Most residents have either a psychiatric disability or long-term alcohol dependence.
- SR FRANCESCA HEALY COTTAGE** is a six-bed residential unit providing short-term health care services for homeless people. It is part of the Sisters of Charity Health Service.

Convenor's Report

Shekinah was formed some 12 years ago as an "umbrella" organisation that would give some "bulk" to a number of small agencies offering services to people experiencing homelessness and to enable us to compete for funding, to share some resources, to sustain the Catholic network and spirit of service in the homeless sector and to undertake joint advocacy and projects.

While SHS has continued in this manner, there has also been much discussion around options for the future. As a consequence, at a strategic planning meeting of the Shekinah Management Committee in February 2011, a decision was taken to write a letter to the Governing Authority of each of the Shekinah members seeking some advice and input in regard to the future directions and viability of Shekinah.

Obviously, Shekinah cannot move in any new direction without knowing the intentions and views of its member organisations. We thought it important that each organisation be consulted and given the opportunity to inform other members of "where they are at" in relation to their own future directions as an organisation.

The Shekinah Management Committee asked the question: is there another step to be taken? If so, some options might be:

1. a closer sharing of infrastructure (e.g. financial management, HR, procurement);
2. the merging of some organisations (within Shekinah) (e.g. Good Samaritan Inn/Bethlehem);
3. Shekinah forming a partnership with a larger Catholic Social Service Provider.

Five of our member organisations stated that they were willing to explore opportunities that exist within the current SHS alliance, with an aim to create a stronger and more cohesive working relationship. They are:

Bethlehem Community Inc;
Corpus Christi Community Greenvale Inc;
Good Samaritan Inn;
St Mary's House of Welcome;
The Way Community Support Group.

A meeting is to be held with governing bodies, senior staff and owners on 5 October 2011 and we look forward to an open and rewarding conversation where genuine issues can be aired, heard and respected.

During the course of the year, the Management Committee also explored the possibility of Shekinah opening an Op Shop. Watch this space for news on both of these initiatives!

I wish to take this opportunity to thank all of the Shekinah volunteers who give so generously and enthusiastically of their time!

Thanks also to Marg Casey not only for her commitment to the role of Co-ordinator of the Volunteer Program but also her enthusiasm and support for our joint projects.

The Shekinah network simply wouldn't work without the commitment of the managers of the member organisations who sit at the table.

Thank you to everyone who has contributed to SHS in many ways over the past year, particularly Tony McCosker our Treasurer and Patrick Gallagher, Secretary – who provides the most comprehensive minutes!

We look to the future to work together to provide increased services and support for homeless people in Victoria.

Carol Vale

"Your eyes will see a home that is secure, a tent not to be moved, none of its stakes ever to be pulled up, none of its ropes ever to be broken" Isaiah 33.20

Volunteer Program Co-ordinator's Report

The 2010-2011 year was a challenging and rewarding year as I discovered that there certainly is a paradigm shift in the way people are volunteering. Many people are looking at 'ad hoc' or occasional volunteering to accommodate their work, study or family commitments; however, this does not work well in most of our member organisations as their programs require a more stable and regular commitment. Another issue that has arisen – and been mentioned often at conferences and seminars I've attended – is the changing face of volunteering with the large numbers of baby boomers seeking to volunteer. It would appear that many newly retired professionals are presenting with a raft of experiences and skills and an expectation that the programs should fit their skills. Whilst this presents quite a challenge, is not insurmountable. Having interviewed a couple of prospective volunteers in this cohort, they have opted out of volunteering with Shekinah at this time.

A comprehensive survey was conducted on behalf of Mercy Care to determine volunteer satisfaction. The results from approximately 25% of volunteers was given to and discussed with the Co-ordinator of Mercy Care.

I became a member of the HACC Training Advisory Committee which has been a fruitful exercise and given me new insights into the training of staff and volunteers. It has also provided a forum in which Shekinah can become better and more widely known.

I connected with Xavier Social Justice Group with a view to forming an alliance with their volunteer base to cross over into Shekinah organisations – they are currently involved with The Way Community and St Mary's House of Welcome.

Recruitment

Information and induction evenings for prospective volunteers for Mercy Care were restructured; with information evenings conducted every 6 – 8 weeks and a comprehensive induction/education program for incoming volunteers written by a volunteer at Mercy Care with an extensive background in family violence and child protection. These have proved to be very successful with a take-up rate of approximately 25% of all who enquire or attend. We have found that these sessions give them enough information to make an informed decision to take on the role of volunteering with women and children who are traumatised.

Induction evenings for new volunteers at Good Samaritan Inn were conducted once again, with good attendance and enthusiasm. They provide an opportunity for new volunteers to share experiences and realise they are not alone in their endeavours.

Enquiries about volunteering from 98 people resulted in 29 of those people being placed within the Network, the others either rejecting the process or being deemed unsuitable. These figures represent placement at only 5 of our 9 organisations.

Most prospective volunteers were referred to SHS either through GoVolunteer by way of their partnership with Seek, or by word of mouth. Advertisements have also been placed on the Victorian Government's Volunteering Portal, Infoxchange and Leader newspapers – with limited response from all these media.

Training

Several staff members and volunteers from across the Network took advantage of courses such as: First Aid and CPR; Managing Challenging Behaviours; Professional Boundary Setting; Advocacy and Client Rights; Falls Prevention; Food Handling & Safety; Understanding HACC Service System; and Transporting People Safely. Thank you to those who took time out of a busy schedule to undertake this vital training – all of which was provided through our HACC funding stream.

Conferences and seminars attended were:

- Volunteering Australia's annual conference '**Initiate, discover, examine**';
- Boroondara Volunteer Resource Centre's '**Strengthening Communities through Volunteering**';
- PILCH seminar on '**Legal information for community organisations**';
- AMES '**Strength & Diversity in Supporting Community – engaging CALD communities in volunteering in Victoria**;
- **CrimCheck** training on how to use new police check program;
- **goodcompany** training on how to utilise their skilled volunteer base;
- various sessions on aspects of HACC service delivery.

Corporate Volunteering

Shekinah was approached by an insurance company looking to do a 'renovation rescue' as part of their annual conference. This request presented a logistical challenge as they had 400 staff they wanted to send! Eventually they sent about 180 to Corpus Christi Community and 70 to Good Samaritan Inn, where they renovated gardens, painted and moved furniture. We thank them for their generosity as they also provided all the tools, paint etc. required for the renovation – and provided us with a challenge to which we rose!

The Langham Hotel offered their kitchen staff for a day to paint the side fence at Bethlehem Community. There were several requests from corporations to have their staff do some volunteering within the network, most of which were deemed unfeasible. Various member organisations have existing individual relationships with corporate entities which they continue to foster to the advantage of all parties.

Shekinah Ball

The Ball was held on Friday 13th May at Collingwood Town Hall and was a great success with approximately 170 people in attendance from across the Network. There was no theme this year as the date could have lent itself to some unusual interpretations of the significance of the date.

Thanks go to StreetSmart who provided funding which was used for the prizes on the night and the meal which was sourced through the Asylum Seeker Resource Centre – and what a great spread it was!

The night was truly a family event. Fintry Community joined us for the first time and the Manager there brought his whole family, including children; Diane Webb [Bethlehem Community] had her family helping out on the welcome desk and with security; I had my family helping – granddaughter and daughter serving food and son as official photographer, and of course, the wider family of the Shekinah network. Without the help of people such as family and friends volunteering to help out, the Ball could not go ahead. Thanks to all!

I would like to thank the women of Bethlehem Community who helped decorate and set up the Hall; Corpus Christi Community and Bethlehem Community for their donation of hampers and all the people who use the services of all the other member organisations who came along and made the night such a wonderful event.

On a personal note, I would like to thank most sincerely the Management Committee for their support and encouragement over the year. My thanks to Carol Vale for her day-to-day support and to Patrick Gallagher who mentors me along the journey. I would also like to thank the staff and all the people who use the services of our member organisations who welcome me when I visit – they add to the enjoyment of my work.

Marg Casey

Financial Reports

Balance Sheet

As of June 2011

Assets	
Current Assets	
Cash On Hand	
S1 FCCC General account	\$60,813.62
Victorian Teachers Credit Union	\$1,606.76
S165	\$258.04
Trade Debtors	\$450.00
Withholding Credits	
Accounts Receivable	
Assets	
Original Cost	\$5,555.00
Accumulated Depreciation	(\$4,699.00)
Total Assets	\$63,984.42
Liabilities	
Current Liabilities	
Trade creditors	\$773.00
GST Liabilities	
GST Input Tax Credit Control	\$0.53
GST Paid	(\$0.65)
GST Clearing Account	(\$4,493.05)
Payroll Liabilities	
PAYG Withholding Payable	\$228.00
Superannuation Liability	\$395.58
Holiday Pay Provision	\$2,062.86
Deferred Revenue	
Total Liabilities	(\$1,033.73)
Net Assets	\$65,018.15
Equity	
Partners' Equity	
Partner A	
Retained Earnings	\$70,118.12
Current Year Earnings	(\$5,099.97)
Total Equity	\$65,018.15

Profit & Loss Statement

July 2010 through June 2011

Income

Department of Human Services	\$149,677.80
Subscription	\$8,450.00
Shekinah Ball	\$1,476.27
Gifts & Donations	\$4,000.00
Interest Income	\$1.00
Total Income	\$163,605.07

Expenses

Bookkeeping & Payroll Fees	\$1,698.00
Office Supplies	\$1,140.69
Bank Charges	\$36.00
Depreciation	\$2,019.00
Admin: Postage & Delivery	\$113.46
Rental Costs	\$1,500.00
Admin: Dues & Subscription	\$8,771.63
Administration-QICSA Accreditation	\$5,343.33
Admin: Computer H/w & Software	\$610.00
Admin: Telephone Charges & Rental	\$1,740.30
Travel & Entertainment	\$545.82
Police Check	\$499.64
Volunteer Expenses	\$8,213.98
Superannuation	\$3,428.32
Wages	\$38,172.59
Holiday Provision Expense	\$1,679.68
Work Cover	\$250.51
Professional Development	\$940.91
Training Refreshments	\$93.87
Volunteer Training-Refreshments	\$39.91
Late Fees Paid	\$0.08
DHS Good Samaritan Inn	\$87,851.33
Fundraising Dinner	\$130.00
Shekinah Ball	\$3,994.45
Total Expenses	\$168,813.50

Operating Profit (\$5,208.43)

Other Income	
Interest Income	\$108.46
Total Other Income	\$108.46

Other Expenses

Net Profit / (Loss) (\$5,099.97)

Annual Report 2010 - 2011



ACN 063 121 728
ABN 69 063 121 728

MIKE JOLLEY & ASSOCIATES PTY LTD

CERTIFIED PRACTISING ACCOUNTANT TAX AGENT

Finance Committee
Shekinah Homeless Services Inc.
38 Willoughby St
RESERVOIR 3073

To the Members of Shekinah Homeless Services Inc.

Report on the financial report

We have audited the accompanying financial report, being a special purpose financial report, of Shekinah Homeless Services Inc, which comprises the balance sheet as at 30th June, 2011 and the income and expenditure statement.

The responsibility of the Committee of Management for the financial report

The Committee of Management of the entity are responsible for the preparation and fair presentation of the financial report. The Committee of Management's responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian auditing standards. These auditing standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee of Management as well as evaluating the overall presentation of the financial report.

Directors: Mike Jolley - FCPA; Jeff Jolley - CPA; Fran Jolley; Josephine Jolley
Liability limited by a scheme approved under Professional Standards Legislation

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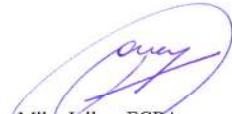
The financial report has been prepared for distribution to members for the purpose of fulfilling the Committee of Management financial reporting responsibilities under the constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

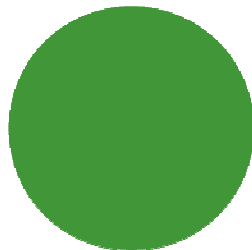
Auditor's opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Shekinah Homeless Services Inc. as of 30th June, 2011 and of its financial performance for the year then ended.



Mike Jolley. FCPA
Partner
Mike Jolley & Associates Pty Ltd
Certified Practising Accountant

Dated this 29th day of September, 2011



Thanks

Department of Health – HACC Program

Judith Prigg PASA - Department of Health

Staff, management and clients of all member organisations

SHS Management Committee

Carol Vale

Patrick Gallagher

All the volunteers who help keep Shekinah 'ticking'.

Pictorial highlights of the year

Shekinah Ball



Michelle Reid compere

Happy dancers kicking up their heels



Insurance Makeover



Corpus Christi Community – part of main group receiving instructions

Mother and child relaxation area at Good Samaritan Inn



Management Committee Members

Carol Vale – Convenor

Carol is Executive Director of *Bethlehem Community*



Patrick Gallagher – Secretary

Patrick is the Community Director of *Corpus Christi Community*



Joce Bignold is Chief Executive Officer of *McAuley Community Services for Women*



Byron Trevascus is Manager of *Sr Francesca Healy Cottage*



Tony McCosker – Treasurer

Tony is Chief Executive Officer of *St Mary's House of Welcome*



Michelle Reid SGS

is Manager of *Good Samaritan Inn*



Bernadette Mundy is Manager of *Briar Terrace*



Jill Sealy is Manager of *The Way Community*

Tina Melrose is Manager of *Prague House*